

INFORMATION TECHNOLOGY SUPERVISORY/MANAGEMENT

Category	Supervisor (Job Codes listed on last page)	Manager (Job Codes listed on last page)	Senior Manager (Job Codes listed on last page)
Primary Responsibilities	<ul style="list-style-type: none"> Supervises the staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed Trains staff on operational procedures and troubleshooting techniques Coaches team members on performance, completes employee performance evaluations and recommends pay actions Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager Typically does not spend more than 20% of time performing the work supervised 	<ul style="list-style-type: none"> Manages professional employees and/or supervises medium to large, complex technical or business support or production operations team(s) Adapts departmental plans and priorities to address resource and operational challenges Makes decisions guided by policies, procedures and business plans; receives guidance from senior manager Creates and promotes a productive work environment, ensuring that necessary skills and competencies are in place to meet the goals of the unit Provides leadership to supervisors and/or professional staff May provide technical guidance to employees, colleagues and/or customers 	<ul style="list-style-type: none"> Executes functional departmental business plans and contributes to the development of functional or departmental strategies Provides leadership to managers, supervisors and/or professional staff Reviews the progress of all operational projects and reports on the performance of multiple units to the executive team Identifies major resource constraints that impact implementation of desired organizational goals Develops plans and delivers results in fast-changing environment Provides input to functional or departmental strategy
Knowledge	Thorough knowledge of service offerings, customer service principles and processes, back-office server applications, desktop applications, web-based applications, client/server applications, computer/networking hardware, standard operating systems, common third-party software applications, internally developed custom applications, application integrations, networking protocols, and any other computer-related technologies	<p>Broad and generally deep understanding of all facets of management and leadership, as well as a vision for the specific business program/function being managed</p> <p>Thorough working knowledge of most infrastructure technologies and in-house developed applications utilized in the enterprise</p> <p>Thorough working knowledge of the organization's methodologies and tools</p>	<p>Broad and generally deep understanding of all facets of management and leadership, as well as a vision for the specific business program/function being managed</p> <p>Thorough working knowledge of most infrastructure technologies and in-house developed applications utilized in the enterprise</p> <p>Thorough working knowledge of the organization's methodologies and tools</p>

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		Thorough working knowledge of the organization's policies and procedures Thorough working knowledge of interrelationships among various internal and external organizational functions	Thorough working knowledge of the organization's policies and procedures Thorough working knowledge of interrelationships among various internal and external organizational functions
Customer Service	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments; manages difficult or emotional customer situations; fosters relationships	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments; manages difficult or emotional customer situations; fosters relationships	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments; manages difficult or emotional customer situations; fosters relationships
Continuous Improvement	Advocates technology changes that provide value and support agency goals; champions a cohesive and consistent approach to improvement in the organization	Advocates technology changes that provide value and support agency goals; champions a cohesive and consistent approach to improvement in the organization	Advocates technology changes that provide value and support agency goals; champions a cohesive and consistent approach to improvement in the organization
Collaboration	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things; creates and fosters lines of communication that help multiple teams to identify solutions; leverages networks of people to better define and solve problems; puts systems and procedures in place to assure that all relevant information is shared consistently	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things; creates and fosters lines of communication that help multiple teams to identify solutions; leverages networks of people to better define and solve problems; puts systems and procedures in place to assure that all relevant information is shared consistently	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things; creates and fosters lines of communication that help multiple teams to identify solutions; leverages networks of people to better define and solve problems; puts systems and procedures in place to assure that all relevant information is shared consistently
Tactical / Strategic Thinking	Defines immediate and long term goals, priorities, and operational plan to ensure team goals are aligned with the goals and priorities of the organization	Defines immediate and long term goals, priorities, and operational plan to ensure team goals are aligned with the goals and priorities of the organization	Defines immediate and long term goals, priorities, and operational plan to ensure team goals are aligned with the goals and priorities of the organization
Planning and Organizing	Prioritizes and plans work activities; sets goals and objectives; uses time efficiently; communicates activities and results as appropriate; plans the work of others to sustain	Prioritizes and plans work activities; sets goals and objectives; uses time efficiently; communicates activities and results as appropriate; plans the work of others to sustain	Prioritizes and plans work activities; sets goals and objectives; uses time efficiently; communicates activities and results as appropriate; plans the work of others to sustain

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	agency objectives	agency objectives	agency objectives
Supervision Received	Operates with no supervision in a complex environment	Operates with no supervision in a complex environment	Operates with no supervision in a complex environment
Budgetary	Responsible for developing and monitoring the department-level budget; reports overall department-level budget to executive team; manages, monitors and tracks project-related costs and other relevant activities performed by the department	Responsible for developing and monitoring the department-level budget; reports overall department-level budget to executive team; manages, monitors and tracks project-related costs and other relevant activities performed by the department	Responsible for developing and monitoring the department-level budget; reports overall department-level budget to executive team; manages, monitors and tracks project-related costs and other relevant activities performed by the department
Management of Resources	Identifies required resources; trains, schedules and monitors resources; leads hiring process; accountable for effective use of resources	Identifies required resources; trains, schedules and monitors resources; leads hiring process; accountable for effective use of resources	Identifies required resources; trains, schedules and monitors resources; leads hiring process; accountable for effective use of resources
Education / Experience	Bachelor's degree plus 3 or more years of experience in related discipline (or equivalent experience)	Bachelor's degree plus 5 or more years of related experience in related discipline (or equivalent experience)	Bachelor's degree plus 8 or more years of related experience plus 3 or more years of management experience (or equivalent experience)
Skills / Abilities	(Common) <ul style="list-style-type: none"> • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Demonstrated ability to balance, prioritize and organize multiple tasks. • Demonstrated ability to work collaboratively in teams and across organizations • Demonstrated ability to synthesize feedback and adjust plans accordingly • Demonstrated ability to build strong relationships inside and outside the organization <hr/> (Specific)	(Common) <ul style="list-style-type: none"> • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Demonstrated ability to balance, prioritize and organize multiple tasks. • Demonstrated ability to work collaboratively in teams and across organizations • Demonstrated ability to synthesize feedback and adjust plans accordingly • Demonstrated ability to build strong relationships inside and outside the organization <hr/> (Specific)	(Common) <ul style="list-style-type: none"> • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Demonstrated ability to balance, prioritize and organize multiple tasks. • Demonstrated ability to work collaboratively in teams and across organizations • Demonstrated ability to synthesize feedback and adjust plans accordingly • Demonstrated ability to build strong relationships inside and outside the organization <hr/> (Specific)

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	<ul style="list-style-type: none"> • Excellent problem-solving skills and attention to details • Demonstrated ability to resolve incidents/problems efficiently and effectively, recognizing customers' competence levels, and able to approach each level appropriately • Demonstrated ability to supervise small to medium teams • Demonstrated ability to evaluate and test emerging technologies • Demonstrated ability to understand and anticipate needs and priorities of both internal and external customers 	<ul style="list-style-type: none"> • Expert system administration and leadership skills • Demonstrated ability to manage medium to large teams • Demonstrated ability to evaluate and test emerging technologies • Demonstrated ability to apply creative solutions to business problems to ensure business needs are most effectively met • Demonstrated ability to understand and anticipate needs and priorities of both internal and external customers 	<ul style="list-style-type: none"> • Expert system administration and leadership skills • Demonstrated ability to manage large teams • Demonstrated ability to apply creative solutions to business problems to ensure business needs are most effectively met • Demonstrated ability to effectively articulate the relationship of the department to other business units in the organization • Demonstrated ability to understand and anticipate needs and priorities of both internal and external customers • Demonstrated ability to integrate new concepts, practices, and emerging technologies into strategic planning process

Job Code Legend:

IT Job Series	Supervisor	Manager	Sr. Manager
Application Development	S10005	S10006	S10007
Computer Systems Administration	S10025	S10026	S10027
Database Administration	S10031	S10032	S10033
Project Management	S10069	S10070	S10071
Help Desk/Service Desk	S10044	S10045	-
Business Analysis	S10011	S10012	S10013
Information Security	S10051	S10052	S10053
Quality Assurance	S10074	S10075	S10076
Mainframe	S10062	S10063	S10064
GIS	S10038	S10039	S10040
Release Management	S10017	S10018	S10019